

FIG. 1

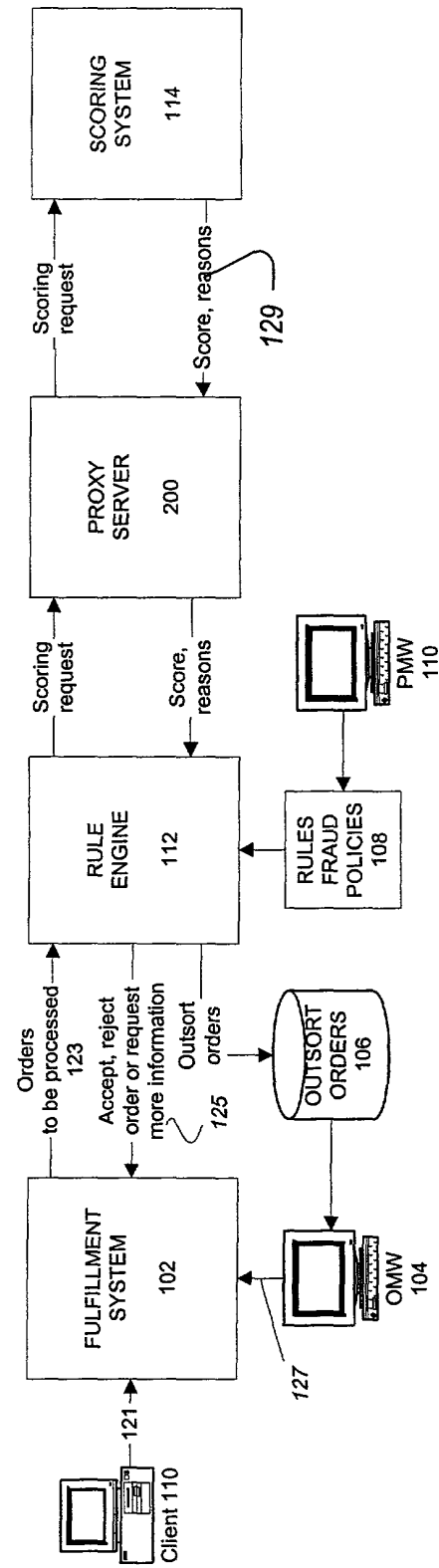


FIG. 2

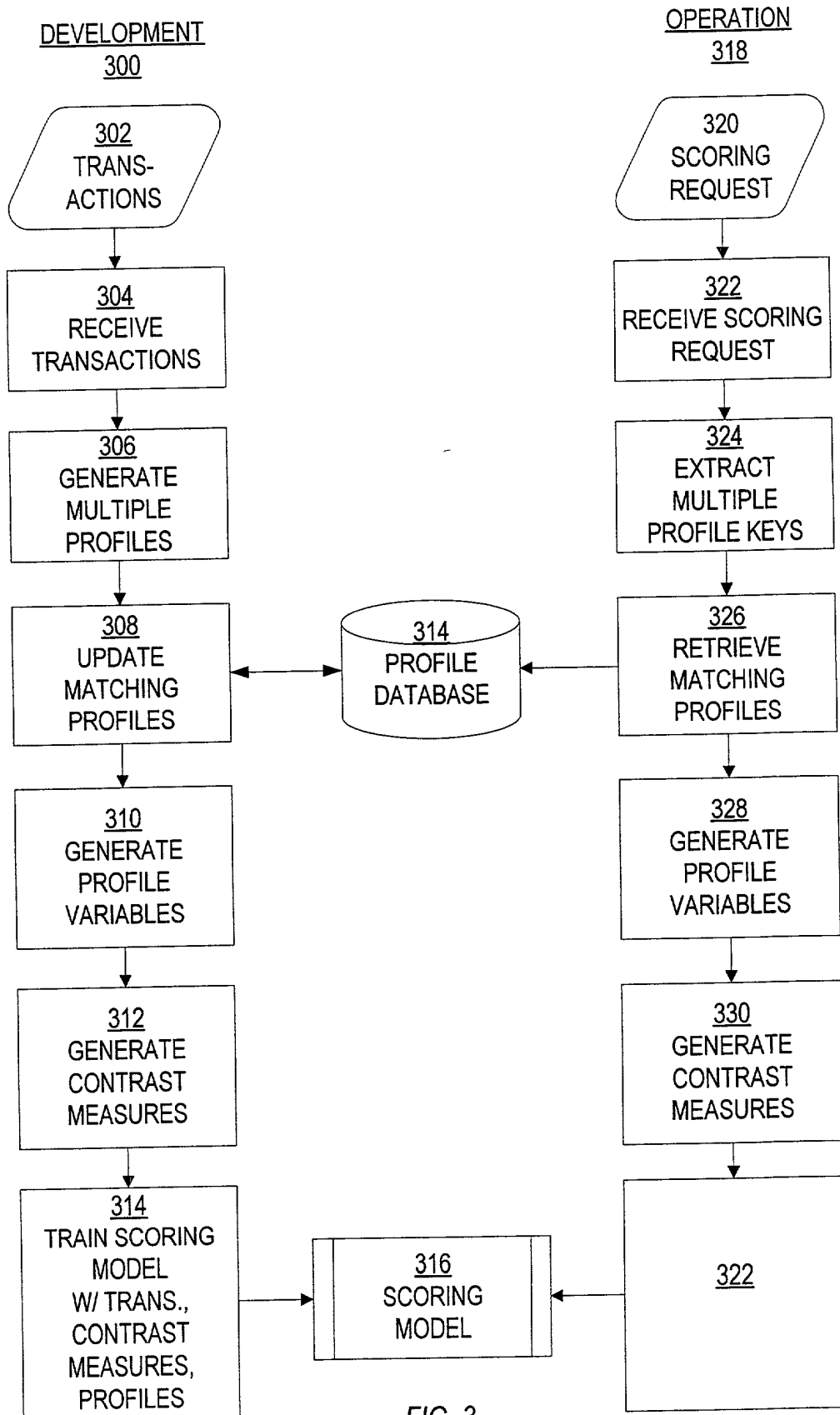


FIG. 3

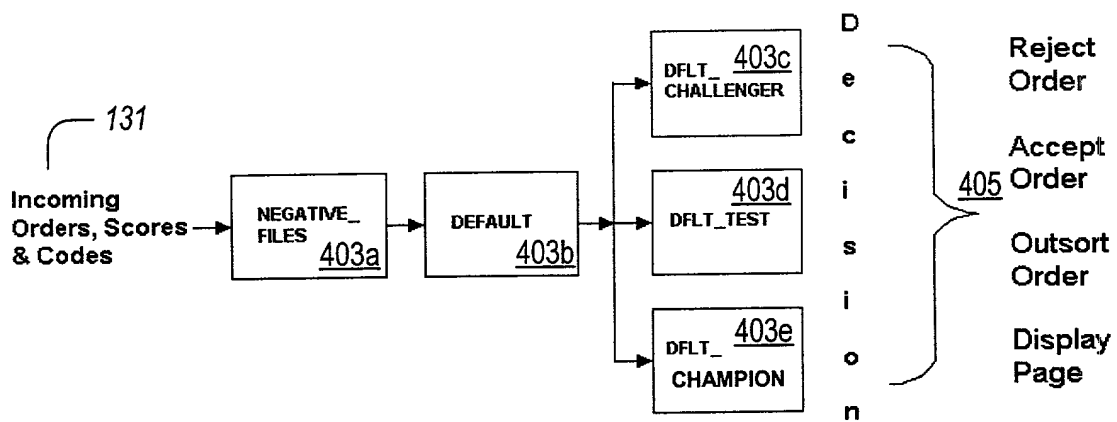


FIG. 4

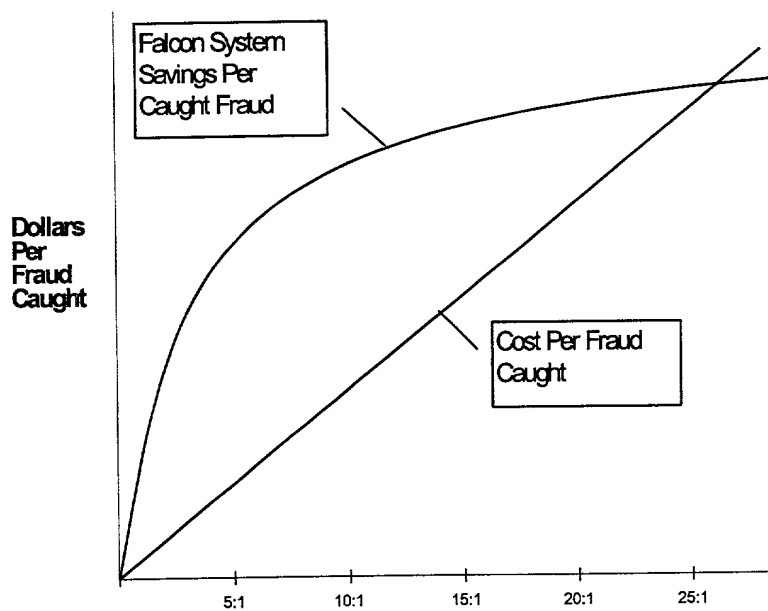


FIG. 5

600

Order ID	Order Date	Order Time	Authorization Amount	Auth Date	Authorization	AVS Response	Card Number	Card Type	Card Expiration Date
560	7/28/99	7:30:00 AM	\$45,023.00	7/28/99 05	A		102102550	D	12/97
561	7/28/99	12:45:00 PM	\$89,056.00	8/1/99 77	X		102012561	A	04/04
562	7/28/99	12:30:00 PM	\$6,000.00	7/28/99 76	Z		102102562	P	12/12
189	7/28/99	6:45:00 AM	\$56,891.00	7/28/99 60	X		4217-9356-8945	J	03/01
563	7/28/99	12:16:00 PM	\$5,000.00	9/2/99 61	X		102102563	V	01/02

FIG. 6

700

Order Status - 560

Status:

Reject Order

Reason:

NSF

Comments:

Called the customer's bank. The bank confirmed NSF status.

Actions:

- ☒ Call Bank
- ☒ Call Customer
- ☒ Call Merchant
- ☐ Contact ISP
- ☒ E-mail Customer
- ☒ Freeze Order
- ☐ Send Letter to Customer

OK Cancel

FIG. 7

800

Queue Editor

Existing Queues:

- ALL ORDERS
- HELD ORDERS**
- HIGH DOLLAR AMOUNT
- HIGH SCORE

Created: 8/26/99 2:29:41 PM
 Creator: HNC
 Last Updated: 8/26/99 2:29:41 PM
 Updated by:

New Save As Modify Delete Save Cancel Exit

EDITOR: ENABLED

Connector: ☐ Field Name: Operator: ☐ Constant:

Current Queue Definition: Criteria: 808

ORDMASTER.CAS_STA_ORI=2

Insert Delete

Edit Replace

Move Up Move Down

Verify Show SQL

FIG. 8

800

Queue Editor

Existing Queues:

- ALL ORDERS
- HELD ORDERS
- HIGH DOLLAR AMOUNT
- HIGH SCORE

Enter a name for this Queue:

REVIEWED ORDERS

New Save As Modify Delete Save Cancel Exit

EDITOR: ENABLED

Connector: ☐ Field Name: Operator: ☐ Constant:

Current Queue: 806

CUS.AGE
 CUS.BDATE
 CUS.BILLAPT
 CUS.BILLCITY
CUS.BILLCOUNTRY
 CUS.BILLSTATE
 CUS.BILLSTREET
 CUS.BILLZIPCD

Insert Delete

Edit Replace

Move Up Move Down

Verify Show SQL

FIG. 9

Queue Editor

```
SELECT DISTINCTROW ORDERMASTER.MERCHANTID,ORDERMASTER.ORDERID FROM ORDERMASTER
```

FIG. 10

EDITOR: ENABLED

Field Name: Operator:

Current Queue Definition:

Buttons: Insert, Delete, Edit, Replace, Move Up, Move Down, Verify, Show SQL

FIG. 11

Assign Queues to Users

User:

Available Queues:

Assigned Queues:

Buttons: Add, Remove, Move Up, Move Down

FIG. 12

1300

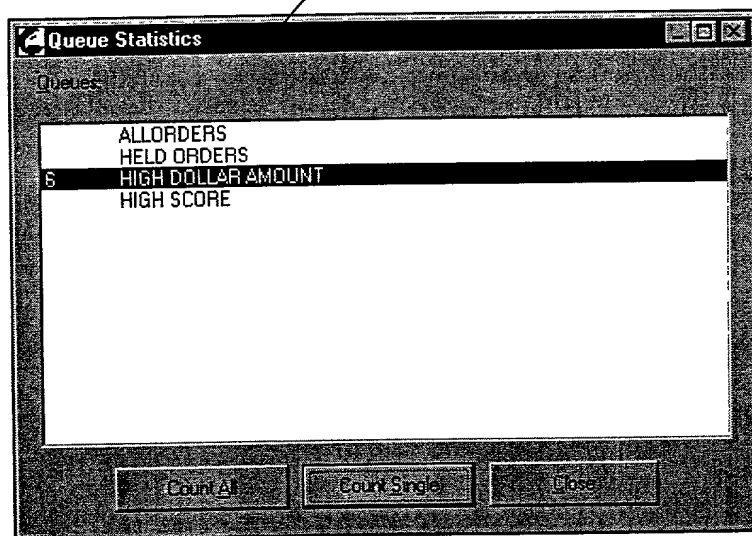


FIG. 13

FIG. 13